AirPod Replacement Process

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Updating AirPod Firmware

When replacing and coupling a new AirPod, the firmware of the AirPods and the AirPods charging case must be updated to the same version. To ensure the AirPods and the AirPods charging case have the same version of firmware, follow the steps below prior to connecting the replacement AirPod.

1. If the customer has paired their AirPods with an iOS device and the iOS device is present, unpair the customer's AirPods by selecting "Forget This Device" in the device's Bluetooth settings.
2. Connect a Lightning cable to the customer's AirPods charging case and connect to a power source.
3. Place both AirPods in the case, close the lid, and wait 10 minutes. The AirPods and AirPods charging case will charge and transfer necessary firmware information to all three components during this time so it is important to wait the full 10 minutes with the lid closed.
4. After 10 minutes, open the charging case lid. The status light will flash amber.
5. Press and hold the "setup" button on the back of the AirPods charging case until the status light flashes white, this may take up to 30 seconds.*
6. The AirPods are now ready to be set up through the standard set up process (https://support.apple.com/en-us/HT207010).

> **Note**
> If the status light does not flash white, follow steps 3–5 again before attempting other troubleshooting steps.